



CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 on the below date:

Date: April 19, 2007

Name: Vincent J. Gnoffo, Reg. No. 44,714

Signature:

BRINKS  
HOFER  
GILSON  
& LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Karen E. Riley et al.

Appln. No.: 10/029,769

Filed: October 19, 2001

For: Method for Implementing Service Desk  
Capability

Attorney Docket No: 10022/178

Examiner: Tan D. Nguyen

Art Unit: 3629

Mail Stop AF  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

- Transmittal Cover Letter (1p. filed in dup.); Amendment B (19pp.)  
 Return Receipt Postcard

Fee calculation:

- No additional fee is required.  
 Small Entity.  
 An extension fee in an amount of \$ \_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 C.F.R. § 1.136(a).  
 A petition or processing fee in an amount of \$ \_\_\_\_\_ under 37 C.F.R. § 1.17(\_\_\_\_\_.)  
 An additional filing fee has been calculated as shown below:

	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Small Entity		Not a Small Entity		
					Rate	Add'l Fee	or	Rate	Add'l Fee
Total	65	Minus	67	0	x \$25=			x \$50=	
Indep.	5	Minus	5	0	x 100=			x \$200=	
First Presentation of Multiple Dep. Claim					+\$180=			+\$360=	
					Total	\$	Total	\$	

Fee payment:

- A check in the amount of \$ \_\_\_\_\_ is enclosed.  
 Please charge Deposit Account No. 23-1925 in the amount of \$ \_\_\_\_\_. A copy of this Transmittal is enclosed for this purpose.  
 Payment by credit card in the amount of \$ \_\_\_\_\_ (Form PTO-2038 is attached).  
 The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

Vincent J. Gnoffo (Reg. No. 44,714)

April 19, 2007  
Date



APR 23 2007

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On April 19, 2007

Date of Deposit

Vincent J. Gnoffo, Reg. No. 44,714

Name of applicant, assignee or  
Registered Representative

April 19, 2007

Signature

Date of Signature

Our Case No. 10022/178

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
Riley, et al.	)	
Serial No. 10/029,769	)	Examiner: Tan D. Nguyen
Filing Date: October 19, 2001	)	Group Art Unit No.: 3629
For METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY	)	Confirmation No. 4749

## AMENDMENT B

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated February 27, 2007, please enter the following amendments and consider the following remarks.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 15 of this paper.